

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

-----  
Wallace E. & Janet  
Louise Martin  
v.  
Equitable Gas Company  
Initial Telephonic Hearing  
-----

Docket No.: C-20065801

Pages: 1-37

Public Utility Commission  
400 North Street  
Hearing Room A  
Harrisburg, PA 17101

*ORIGINAL*

June 13, 2006  
Commencing at 10:00 a.m.

BEFORE:

DAVID SALAPA, Administrative Law Judge

APPEARANCES:

NONE PRESENT  
For the Complainant

THOMAS ANDERSON, Esquire  
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Pittsburgh, PA 15222-1324  
For the Respondent  
(via telephone)

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JUDGE SALAPA:

We are on the record. This is the time and the place that the Pennsylvania Public Utility Commission has set for a hearing on the case captioned Wallace E. and Janet Louise Martin versus Equitable Gas Company at Docket Number C-20065801. I'm Administrative Law Judge David Salapa. The Commission has assigned me to preside over the hearing in this case and to render an initial decision for the Commission to consider. Appearing by telephone is the Complainant, Ms. Janet Martin. Good morning, Ms. Martin.

MS. MARTIN:

Good morning.

JUDGE SALAPA:

And also appearing by telephone is Counsel for the Respondent, Mr. Thomas Anderson. Good morning, Mr. Anderson.

ATTORNEY ANDERSON:

Good morning, Your Honor.

JUDGE SALAPA:

Now can each of you hear me?

ATTORNEY ANDERSON:

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Yes.

MS. MARTIN:

Yes, sir.

JUDGE SALAPA:

And I can hear you. Can you hear each other?

MS. MARTIN:

Yes.

ATTORNEY ANDERSON:

Yes.

JUDGE SALAPA:

Good. Well, then we have a good telephonic connection. Ms. Martin, since you are the Complainant, and our witness, you have the burden of going forward first. I will swear you in before you testify, and after you have finished testifying, Mr. Anderson will have the opportunity to ask you questions about your testimony. This is called Cross Examination. I would simply ask that you listen to the questions asked of you and answer them to the best of your ability. After you have had the opportunity to testify and Mr. Anderson has had the opportunity to cross examine you, Mr. Anderson will then present a witness, and that witness will testify. And then at the conclusion of that witness' testimony, you will be

1 able to ask Cross Examination questions of that  
2 witness. Do you understand how this proceeding will  
3 go forward?

4 MS. MARTIN:

5 Yes, I do.

6 JUDGE SALAPA:

7 All right. Could you please raise your  
8 right hand.

9 -----  
10 JANET LOUISE MARTIN, HAVING FIRST BEEN DULY SWORN,  
11 TESTIFIED AS FOLLOWS:

12 -----  
13 ATTORNEY ANDERSON:

14 Could you please state your name and  
15 spell it for the record?

16 A. Janet L. Martin, J-A-N-E-T, L., Martin,  
17 M-A-R-T-I-N.

18 JUDGE SALAPA:

19 All right. Ms. Martin, could you tell me  
20 where you reside?

21 A. 1531 Oakdene Street, Pittsburgh, 15206-1949. In  
22 East Liberty.

23 JUDGE SALAPA:

24 Okay. In East Liberty. How long have  
25 you resided there?

1 A. For the past 13 years.

2 JUDGE SALAPA:

3 And is this an apartment or is this a  
4 house?

5 A. It's a private home, it's a family home.

6 JUDGE SALAPA:

7 And is it a single-family dwelling, a  
8 duplex?

9 A. Single-family home.

10 JUDGE SALAPA:

11 Single family-home? From your complaint,  
12 you do not currently have gas service to that  
13 residence; do you?

14 A. It hasn't been restored.

15 JUDGE SALAPA:

16 It has not been restored. When was the  
17 gas service terminated?

18 A. October of 2005.

19 JUDGE SALAPA:

20 You're disputing the accuracy of the  
21 bills that Equitable Gas has ---?

22 A. I never disputed the accuracy of the bill. The  
23 bill was grossly overdue. My brother was out of work  
24 at the time; I never disputed the bill. In a piece of  
25 correspondence, I corrected that. My only dispute is

1 when I started helping my brother, at no time did  
2 Equitable Gas ever make any effort, any effort to say  
3 anything, if you promise to give us \$200 a month we'll  
4 restore it, or if you just pay half of it off we'll  
5 restore it. They did absolutely nothing. Well, I  
6 correct that, after I contacted the PUC they came up  
7 with this story of trying to get grant money, which  
8 was really a joke. After my brother and I ran that  
9 over, only children or people who are downtrodden  
10 could get that kind of money, so that was a total and  
11 complete joke.

12 But my only dispute with Equitable Gas is they  
13 didn't try to work with us at a very difficult time.  
14 They just cut the gas off until it was paid in full.  
15 I knew when my brother went down there to talk to  
16 Equitable Gas, those girls in the office inasmuch as  
17 told him that you're not getting this turned back on  
18 until you pay it off, which is true. But after the  
19 claim was filed, no one ever tried to do anything, the  
20 gas just stayed off. And now we're so disgusted and  
21 we're looking for other avenues. Somebody called  
22 wanting to come out and turn it off, and we told them  
23 no, not right now. Because to tell you the truth,  
24 we're looking for other avenues.

25

JUDGE SALAPA:

1 All right, so ---.

2 A. As far as the bill is concerned, no, I never  
3 disputed the bill. The man let it get out of hand, he  
4 was wrong. My only dispute is, like I said before, is  
5 the way Equitable Gas came at us in spite of us trying  
6 to pay. And I resent it, I do.

7 JUDGE SALAPA:

8 So your complaint is the fact that after  
9 they terminated your gas service, Equitable did not  
10 make any attempts to reconnect your gas service or to  
11 ---

12 A. Not at all.

13 JUDGE SALAPA:

14 --- work out a payment arrangement or  
15 something along those lines?

16 A. Nothing. And I mean nothing. It just stayed off.

17 JUDGE SALAPA:

18 You mentioned your brother, you say he  
19 was out of work?

20 A. The poor guy, he has been out of work a long time.

21 JUDGE SALAPA:

22 Okay. And that lead to your falling  
23 behind on your gas payments then?

24 A. Grossly behind. And I wasn't paying any attention  
25 to it, to tell you the truth. I mean, I do have my

1 own life, but after I caught up to what was going on,  
2 sure, we're going to help him. But I think he was  
3 sitting up there feeling bad, hiding, and I'm not  
4 taking up for him at all. He should've said  
5 something. But in spite of his pity, it doesn't alter  
6 the fact that Equitable Gas could have --- they could  
7 have done something differently than the way they did  
8 it.

9 JUDGE SALAPA:

10 Okay. And I have some correspondence  
11 from you indicating that you have now paid off all of  
12 the arrearages on your gas bill; is that correct?

13 A. Yes, sir, it is. I have to put you on hold.

14 JUDGE SALAPA:

15 All right.

16 A. Okay. I'm back, sorry.

17 JUDGE SALAPA:

18 That's quite all right. So now what is  
19 it that you want the Commission to do about this?

20 A. I'm sorry, Judge, hold on. Well, I don't really  
21 know --- I really do think that Equitable Gas should  
22 be held accountable. To what degree, I guess that's  
23 up to the PUC. But I don't think they should be  
24 allowed just to come down there and talk to you and  
25 walk away without this being seriously addressed.

1 This is a serious matter. As far as suing them is  
2 concerned, that lies with what my brother and I,  
3 mainly me, intend to do. But I do think that the PUC  
4 should give them H-E-L-L for this little episode that  
5 they pulled on me and my brother. People are having  
6 problems nowadays, they are. This is anything that  
7 anybody is, well, let's jump up today and decide not  
8 to pay Equitable Gas. That's the furthest thing from  
9 people's mind.

10 For them to blatantly turn the gas off and keep it  
11 off --- I'm not talking about, well, we're warning  
12 you, this is a warning in October, and we're going to  
13 show you that we're going to keep it off for the rest  
14 --- in the dead of winter, yeah, I think the PUC  
15 should put sanctions on them or fine them or, well,  
16 you're going to give the Martins free gas, and her  
17 mother free gas for the remaining of 2006.

18 Something should be done to them. And I'm sorry,  
19 not just to merely come down there, well, we did this,  
20 we did that, we did the other, which is certainly far  
21 from the truth. Something should be done about them.

22 JUDGE SALAPA:

23 Okay. Is there anything else you would  
24 like me to know about this case at this time?

25 A. No, sir, it isn't. That's it, in a nutshell.

1                   JUDGE SALAPA:

2                   All right. Mr. Anderson, do you have any  
3 Cross Examination for Ms. Martin?

4                   ATTORNEY ANDERSON:

5                   I do have a few questions, Your Honor.

6                   JUDGE SALAPA:

7                   Proceed.

8 CROSS EXAMINATION

9 BY ATTORNEY ANDERSON:

10 Q. Good morning, Ms. Martin. How are you?

11 A. Good morning.

12 Q. Ms. Martin, I just had a few follow-up questions  
13 that I wanted to ask you about the testimony that  
14 you've just given. One, I just want to make sure that  
15 I understand, you're not disputing the accuracy of  
16 Equitable's bills; is that correct?

17 A. The accuracy of the bills?

18 Q. Correct.

19 A. The accuracy, I don't know what that means.

20 Q. You're not disputing --- I mean, you're not  
21 suggesting that Equitable's bills were inaccurate or  
22 that they were too high? I mean, that's not the  
23 dispute this morning; correct?

24 A. I think everybody in the world thinks your bills  
25 are too high. No, I didn't --- the accuracy of the

1 bill was never an issue.

2 Q. Okay.

3 A. If you would use the word accuracy.

4 Q. Maybe I'll put it in another way. You're not  
5 disputing, I think you said, that your brother owed a  
6 significant amount of money?

7 A. No, I'm not.

8 Q. Okay.

9 A. Because I've had everything in my possession, and  
10 I've gone over it with a fine-tooth comb, so I never  
11 dispute that he was behind, and it was a disgrace.  
12 No, never.

13 Q. And you also, I think, and I just wanted to bring  
14 this out a little bit, I think that you also ---  
15 you're not disputing that Equitable has offered to  
16 turn the service on at this address; is that correct?

17 A. After it was paid off, no. I think that the young  
18 lady you have with you, I think she got on the phone  
19 and called me at work. I told her to get in touch  
20 with my brother and the man said no, and I didn't  
21 blame him. I think my brother told me his words were,  
22 I'll get back to you.

23 Q. Just so it's clear, the only reason the gas is  
24 currently not on is for whatever reason you or your  
25 brother have; correct?

1 A. The gas is not on because at the present, my  
2 brother told the young lady that's with you he'll get  
3 back to you, that's why it's not on.

4 Q. Okay. And to your knowledge, he hasn't gotten  
5 back in touch with Ms. Nolfi?

6 A. I don't think my brother has. I won't give that a  
7 firm yes, but I don't think he has to date.

8 Q. You referenced some available grants. Do you know  
9 what specific grants you were referring to in your  
10 testimony, Ms. Martin?

11 A. Mr. Anderson, now come on now, you're not dumb and  
12 neither am I. I read over those papers ---

13 Q. Okay.

14 A. --- and like I said before, you have to be  
15 downtrodden or almost on your knees to get that money.  
16 That money --- you know, I don't have any children, my  
17 brother doesn't have any children. I work and make a  
18 pretty decent --- that money isn't allotted to people  
19 like us.

20 Q. Did you apply?

21 A. No, because after we read it, it was so laughable  
22 we just laid it aside. I put it with the rest of the  
23 Equitable file.

24 Q. Okay. When did you obtain that material?

25 A. Right after I filed the claim, the young lady who

1 is with you sent those papers. I told her once again  
2 to get in touch with Junior. She sent them to him,  
3 and after he got finished reading them, I read them.

4 Q. Junior is a reference to your brother, Wallace?

5 A. Brother.

6 Q. Is that correct?

7 A. Yes.

8 Q. Okay.

9 JUDGE SALAPA:

10 Anything else, Mr. Anderson?

11 ATTORNEY ANDERSON:

12 I was just looking over my notes here,  
13 Your Honor. You know, I don't think I do, Your Honor.

14 JUDGE SALAPA:

15 All right. Ms. Martin, do you have  
16 anything to add in light of the questions that Mr.  
17 Anderson has asked you?

18 A. No, sir, I do not.

19 JUDGE SALAPA:

20 All right. Mr. Anderson, do you have a  
21 witness?

22 ATTORNEY ANDERSON:

23 I do, Your Honor. Equitable would like  
24 to present the testimony of Therese Nolfi.

25 JUDGE SALAPA:

1                   Okay, Ms. Nolfi, could you please raise  
2 your right hand.

3 -----  
4 THERESE NOLFI, HAVING FIRST BEEN DULY SWORN, TESTIFIED  
5 AS FOLLOWS:  
6 -----

7                   JUDGE SALAPA:

8                   Please state your name and spell it for  
9 the record.

10 A.    Therese Nolfi.   T-H-E-R-E-S-E, Nolfi, N-O-L-F-I.

11                   JUDGE SALAPA:

12                   Mr. Anderson?

13                   ATTORNEY ANDERSON:

14                   Thank you, Your Honor.

15 DIRECT EXAMINATION

16 BY ATTORNEY ANDERSON:

17 Q.    Good morning, Ms. Nolfi.

18 A.    Morning.

19 Q.    Ms. Nolfi, would you begin by explaining for the  
20 record who you work for and what your position is?

21 A.    I work for Equitable Gas Company and I'm currently  
22 the LIURP administrator of the weatherization program.

23                   JUDGE SALAPA:

24                   For my benefit, excuse me, could you  
25 explain what LIURP is or what that stands for?

1                   MS. MARTIN:

2                   For mine, too.

3 A.    It stands for Low Income Usage Reduction Program.

4                   JUDGE SALAPA:

5                   All right. Thank you.

6 A.    You're welcome.

7                   JUDGE SALAPA:

8                   Proceed, Mr. Anderson.

9                   ATTORNEY ANDERSON:

10                  Thank you.

11 BY ATTORNEY ANDERSON:

12 Q.    Ms. Nolfi, what does some of your responsibilities  
13 include in the course of your employment with  
14 Equitable?

15 A.    My primary duty is to administer the  
16 weatherization program, but I also, as a secondary  
17 duty, in assisting with the formal complaints to the  
18 Public Utility Commission.

19 Q.    Okay. Have you been, for lack of a better term,  
20 working on the formal complaint filed by Mr. and Mrs.  
21 Martin?

22 A.    Yes, I have.

23 Q.    And you're familiar with the complaint?

24 A.    Yes.

25 Q.    Are you also familiar with their account in

1 general?

2 A. Yes.

3 Q. All right. Ms. Nolfi, you've heard the testimony  
4 that Ms. Martin gave; did you not?

5 A. Yes, I did.

6 Q. Okay. I wanted, first of all, to respond. If you  
7 could address the grants. Ms. Martin made reference  
8 to some grants that Equitable apparently offered to  
9 her. If you could maybe explain that for the  
10 Commission and for the benefit of the record, in terms  
11 of what grants were offered and maybe what some of the  
12 eligibility requirements are?

13 A. Based on the demographic information that was on  
14 the account the last time we obtained it, it appeared  
15 that the Martins would qualify for either the Crisis  
16 Grant, the Low Income Energy Crisis Grant, or the  
17 Dollar Energy Grant, or both. We attempted to get in  
18 touch with her to either determine that the income was  
19 not correct as we had it and they wouldn't qualify, or  
20 to make sure that they were aware of this program and  
21 that it existed. If they did qualify, to give them  
22 assistance in paying the bills if they needed it, and  
23 if they qualified for it.

24 Q. How did you do that, how did you try to make that  
25 available to the Martins?

1 A. I attempted to call them and talk about it but  
2 that was unsuccessful.

3 Q. Okay.

4 A. So we sent a letter advising them of that  
5 information.

6 Q. I know we're going to take this a little bit out  
7 of order, Ms. Nolfi, but I want to take it kind of  
8 topically. Do you have a copy of the pre-hearing  
9 exhibits that Equitable has submitted to the  
10 Commission?

11 A. Yes.

12 JUDGE SALAPA:

13 And excuse me, Mr. Anderson. Ms. Martin,  
14 did you receive copies of these exhibits?

15 MS. MARTIN:

16 Each time, Judge, that anything was sent  
17 to us after the bill was so close to being paid off,  
18 to be perfectly honest with you, I've returned  
19 everything. So I have nothing in front of me, and I  
20 don't need anything in front of me. So please go  
21 ahead.

22 JUDGE SALAPA:

23 All right. Thank you. Go ahead, Mr.  
24 Anderson.

25 ATTORNEY ANDERSON:

1 Thank you.

2 BY ATTORNEY ANDERSON:

3 Q. Ms. Nolfi, I want to skip and turn to the exhibit  
4 that's marked EQ Three.

5 A. Okay.

6 Q. Would you get that in front of you, please?

7 A. I have it.

8 Q. Starting at the first page that has the exhibit  
9 sticker on it, and three pages back from that. The  
10 contact date on this contact appears to be December  
11 29th of 2005; is that correct?

12 A. Yes.

13 Q. Generally, what did Equitable communicate by  
14 virtue --- or what's reflected on this page?

15 A. Are you referring to the one that have service rep  
16 Thomas T.?

17 Q. That's correct.

18 A. Okay. This is a contact log by a call center  
19 representative dated December 29th. They received  
20 correspondence from the Martins saying that they had  
21 applied payments to their account. The representative  
22 tried to call them to update their income information  
23 and advise if any grants were available. There was no  
24 answer, and they just put a note that if they did call  
25 to let them know about that information and get their

1 updated income, updated demographic information.

2 Q. Okay.

3 MS. MARTIN:

4 Why demographic information?

5 JUDGE SALAPA:

6 Wait a minute, Ms. Martin. You'll have  
7 to ask your questions when Ms. Nolfi is done  
8 testifying. So if you could just hold those.

9 MS. MARTIN:

10 Sorry.

11 ATTORNEY ANDERSON:

12 Sure.

13 BY ATTORNEY ANDERSON:

14 Q. But that's a fine point for clarification. Ms.  
15 Nolfi, if you could explain what demographic  
16 information is or what you mean by that or what  
17 Equitable means when it uses that term?

18 A. We're just referring to income information. We  
19 ask how many people live in the household and what the  
20 gross monthly income is to determine if customers  
21 qualify for energy assistance.

22 Q. Okay. And to your knowledge, was this contact  
23 before or after the complaint was filed in this  
24 matter?

25 A. Before.

1 Q. Then if you could go two more back, Ms. Nolfi.

2 A. Okay.

3 Q. There's one dated --- it appears to be dated  
4 January 26th of 2006?

5 A. Yes.

6 Q. What's the correspondence or contact that's  
7 reflected on this piece of paper?

8 A. The call center received a letter from Ms. Martin  
9 and along with nine money orders. They attempted to  
10 contact them again to see if they were eligible for  
11 assistance. There was no answer.

12 Q. The next contact log back, Ms. Nolfi, if you could  
13 identify that one for us?

14 A. February 3rd. This is after the complaint was  
15 received; I had tried to call Mr. or Mrs. Martin. I  
16 had spoke to Janet Martin; she had indicated she  
17 didn't have time to talk and she would call me back.

18 Q. All right. To your knowledge, did Ms. Martin call  
19 you back?

20 A. No.

21 Q. The next contact log ---.

22 MS. MARTIN:

23 Hold on please, everyone. Thank you.

24 ATTORNEY ANDERSON:

25 Are we fine to proceed?

1                   MS. MARTIN:

2                   Go ahead.

3                   ATTORNEY ANDERSON:

4                   Okay.

5 BY ATTORNEY ANDERSON:

6 Q.   The next one, Ms. Nolfi, if could you identify  
7 that and briefly explain?

8 A.   February 6th, I attempted to call Ms. Martin  
9 again. She said that she would rather have me talk to  
10 Wallace Martin, that she would have him contact me.

11 Q.   To your knowledge did Mr. Martin contact you?

12 A.   No.

13 Q.   The next contact log, I would just like to detail  
14 these, Ms. Nolfi. The next one, I believe, is dated  
15 the next day, February 7th.

16 A.   Yes. I tried to call Mr. Martin. There was no  
17 answer, so I sent him a letter asking him to call me.

18 Q.   Okay. Is that letter the same letter that's  
19 reflected on the next page of Exhibit EQ Three?

20 A.   Yes.

21 Q.   And this was sent by you?

22 A.   Yes.

23 Q.   The next page back, Ms. Nolfi, if you could  
24 identify that for us?

25 A.   February 8th, I attempted to call Mr. Martin and

1 there was no answer.

2 Q. And then again on the next page back, February  
3 9th?

4 A. February 9th, I attempted to call Janet Martin,  
5 and she said she would still rather me talk to her  
6 brother. She said she would have him call me. I  
7 explained that I tried the home number and I received  
8 no answer. She said that he worked and she informed  
9 me that they were staying with their mother while the  
10 gas was off at Oakdene Street.

11 Q. In any of these conversations that you had, were  
12 you able to discuss any of the necessary demographic  
13 information that you were seeking, Ms. Nolfi?

14 A. I was not.

15 Q. Were you able, from any of the conversations or  
16 information that was given, to determine whether they  
17 were eligible for any grants?

18 A. No, I was not.

19 Q. Were you able to determine whether they were  
20 eligible to have their service restored?

21 A. Not while talking to them, no.

22 Q. The next one back, Ms. Nolfi, February 24th. If  
23 you could identify that one? What that reflects, at  
24 least?

25 A. This is the call center again, receiving a

1 certified letter from the Martins with money orders.  
2 They attempted to call. It says customer has paid  
3 over \$1,400, would like to get on payment plan and  
4 restore service if customer happens to call. We were  
5 trying to reach the customer.

6 Q. The next contact log?

7 A. April 21st.

8 Q. Yes, and who created this log?

9 A. I did.

10 Q. Okay.

11 A. I tried to reach Janet and Wallace regarding the  
12 formal complaint. I explained I was calling in  
13 accordance with Judge Salapa's pre-hearing order.  
14 Janet said she was receiving another call and hung up  
15 on me.

16 Q. When you testified that you attempted to reach  
17 Janet and Wallace, does that mean you attempted both  
18 numbers listed on the complaint?

19 A. Yes, I did.

20 Q. Did you speak with Mr. Martin as well as Ms.  
21 Martin?

22 A. I spoke with him one time, which was when Ms.  
23 Martin gave me her mother's number and I reached him  
24 there.

25 Q. Okay.

1 A. I offered to turn the service on. That was when  
2 Mr. Martin said he would rather discuss it with his  
3 sister and then get back to me.

4 Q. When was that discussion?

5 A. That was May 25th.

6 Q. Of 2006?

7 A. Yes.

8 Q. In that conversation did you offer to turn the  
9 service on?

10 A. Yes, I did.

11 Q. And you offered to schedule anything that needed  
12 to happen with that?

13 A. Yes, I did.

14 Q. And Mr. Martin, what was his response?

15 A. He said that he wanted to talk to his sister and  
16 that they would get back to me.

17 Q. Did they, in fact, get back to you?

18 A. No.

19 Q. As of the date of this hearing, have they gotten  
20 back to you at all?

21 A. No.

22 ATTORNEY ANDERSON:

23 Your Honor, I don't know what your  
24 practice is. Would you prefer that I offer each  
25 exhibit as we complete it, or that I offer them en

1 masse at the end?

2 JUDGE SALAPA:

3 Let's do it en masse at the end, if you  
4 would please?

5 ATTORNEY ANDERSON:

6 Okay.

7 BY ATTORNEY ANDERSON:

8 Q. Ms. Nolfi, I would like to direct your attention  
9 to the exhibit that's been marked as Exhibit EQ One.

10 A. Do you want me to go to the amended EQ One or the  
11 original EQ One?

12 Q. You know what, let me --- strike that, Ms. Nolfi,  
13 I apologize. If you could just turn to Exhibit EQ  
14 Two.

15 A. EQ Two?

16 Q. Yes. Could you identify this exhibit for us?

17 A. This is payment arrangement that Wallace Martin  
18 was placed on by the Bureau of Consumer Services on  
19 August 3rd, 2005, for the regular budget plus \$34 to  
20 begin September 2005.

21 Q. Was this in response to an informal complaint?

22 A. Yes.

23 Q. If you would turn to Exhibit EQ Four, Ms. Nolfi.  
24 Could you identify that for us?

25 A. This is a printout from our system detailing the

1 PUC decision of August 3rd, 2005.

2 Q. And is that the same decision that's referenced in  
3 Exhibit EQ Two?

4 A. Yes, it is.

5 Q. Okay.

6 ATTORNEY ANDERSON:

7 Your Honor, at this time I don't think I  
8 have any further questions for Ms. Nolfi. I'd like to  
9 offer Exhibits EQ Two, Three and Four for the record.

10 (Exhibits Two, Three and Four marked for  
11 identification.)

12 JUDGE SALAPA:

13 All right. Ms. Martin, what Mr. Anderson  
14 is requesting is that I make their Exhibits Two, Three  
15 and Four part of the record in this proceeding. Do  
16 you have any objection to that?

17 MS. MARTIN:

18 No, sir, I do not.

19 JUDGE SALAPA:

20 All right. They are admitted and made  
21 part of the record in this proceeding. Do you have  
22 anything else, Mr. Anderson?

23 ATTORNEY ANDERSON:

24 Not at this time, Your Honor.

25 JUDGE SALAPA:

1 Ms. Martin, do you have any questions for  
2 Ms. Nolfi?

3 MS. MARTIN:

4 Just one.

5 JUDGE SALAPA:

6 Go ahead.

7 CROSS EXAMINATION

8 BY MS. MARTIN:

9 Q. What is the --- how many telephone contacts  
10 according to your telephone log are there versus your  
11 --- I have all of your written correspondence. But  
12 how many telephone logs are we talking about? You're  
13 making reference to allegedly trying to get in touch  
14 with us and claiming that there was no --- of course  
15 there will not be an answer. How many of those are we  
16 talking about?

17 A. Are you asking how many times the company has  
18 tried to call you?

19 Q. How many telephone logs are we talking about,  
20 according to what I've heard you discussing with Mr.  
21 Anderson?

22 A. Let me count them. I have ten in front of me.

23 Q. And these are before the complaint or before,  
24 during and after?

25 A. Before, during and after.

1 Q. How many were before?

2 ATTORNEY ANDERSON:

3 Just for point of clarification, are we  
4 just referring to Exhibit EQ Three?

5 MS. MARTIN:

6 I'm talking about the telephone logs  
7 only. I have all of your written correspondence at  
8 home, in a file. I'm strictly talking about the  
9 telephone logs.

10 JUDGE SALAPA:

11 Just as a point of clarification for me,  
12 Ms. Martin, are you talking about the time period  
13 before, during and after the formal complaint you  
14 filed with the Commission?

15 MS. MARTIN:

16 Yes, sir.

17 JUDGE SALAPA:

18 All right. Ms. Nolfi?

19 A. There are two before, and there's a third one that  
20 may have crossed with the complaint. They're dated  
21 one day apart and there's a chance that they didn't  
22 even know there was a formal complaint at that point.  
23 So it's two, maybe three.

24 BY MS. MARTIN:

25 Q. Okay. And during?

1 A. You mean since you filed your formal, Ms. Martin?

2 Q. During the process of the claim being filed and  
3 Judge Salapa being assigned to this complaint? And  
4 I'm not talking about any phone logs after the bill  
5 had been paid in full. Let's do it this way. You say  
6 there were two before. How many were made, do you  
7 think, before the payments were up to \$1,500? Do you  
8 have anything like that that will show that? I've  
9 been paying on this bill a long time, ever since I  
10 found out that it was overdue.

11 So if you're telling me that two were made before  
12 the complaint was filed, and I've been paying on this  
13 bill, well, since October, how many do you estimate  
14 were made during the time that I was paying, and the  
15 payments exceeded, you know, \$1,600, in your  
16 estimation? Can you do that? Because I want to make  
17 comparisons when I get home, so in case I take this  
18 further, I'll know what to look at. Can you do that,  
19 or can you get back to me, or send me something, or  
20 can you do that now?

21 A. Well, I'm looking at the contact dates right now.  
22 We gave you the dates that we called as we were going  
23 through these.

24 Q. Yeah, you gave me the dates, but you didn't give  
25 me the total number of --- I'm just talking about

1 alleged phone calls. That's all I'm talking about. I  
2 have your written correspondence at home. Let's just  
3 do it this way. How many were made during the time  
4 --- just during and after, let's do it that way?

5 A. After what? After you filed the complaints?

6 Q. Yes.

7 A. I'm not sure what you're asking, Ms. Martin.

8 Q. Okay. If two, maybe three were filed before, just  
9 give me a start date of when the others were made, and  
10 let's just leave it at that? What was the beginning  
11 of the, excluding ---?

12 A. Made on January 26th, that one either was made  
13 before or after we received your formal complaint,  
14 because like I said, they're dated a day apart, and  
15 sometimes we don't get the complaint from the legal  
16 department until the next day. This contact was made  
17 by the call center, so I doubt they knew there was a  
18 formal complaint, ---

19 Q. Okay.

20 A. --- so I'm counting that as a third one prior to  
21 receiving your complaint.

22 Q. After January 26th, what was the next one?

23 A. February 3rd, after we received your complaint, I  
24 tried to call you.

25 Q. And what was the last one? That's all I need.

1 A. The last one was May 25th when I called and talked  
2 to you and Wallace and offered to turn the service on.

3 Q. Okay, that's all I need. Thank you.

4 A. You're welcome.

5 JUDGE SALAPA:

6 Any other questions, Ms. Martin?

7 MS. MARTIN:

8 No, sir, Judge. I'm quite done.

9 JUDGE SALAPA:

10 All right. Mr. Anderson, do you have any  
11 Redirect at this time?

12 MS. MARTIN:

13 I just have a point of clarification,  
14 Your Honor.

15 JUDGE SALAPA:

16 All right.

17 REDIRECT EXAMINATION

18 BY ATTORNEY ANDERSON:

19 Q. Ms. Nolfi, when we were talking about contacts  
20 before and after the filing of the complaint, and  
21 specifically when we're talking about contacts made by  
22 Equitable with Mr. or Mrs. Martin before the filing of  
23 the complaint, we're only referring to those contacts  
24 reflected in Exhibit EQ Three; is that correct?

25 A. That's correct.

1                   ATTORNEY ANDERSON:

2                   Thank you, that's all I have, Your Honor.

3                   JUDGE SALAPA:

4                   All right. Ms. Martin, do you have any  
5 questions based on Mr. Anderson's Redirect?

6                   MS. MARTIN:

7                   No, sir, I do not.

8                   JUDGE SALAPA:

9                   All right. Here is what will happen in  
10 this proceeding from now on. I will await a copy of  
11 the Court Reporter's transcript of this hearing. Once  
12 I receive that, I will sit down and write an initial  
13 decision. Hopefully that should be coming out within  
14 90 days of the date of the hearing. Once I write my  
15 initial decision, copies of that decision will be  
16 served on the parties.

17                   So, Ms. Martin, Mr. Anderson will get  
18 copies of that initial decision. If the parties  
19 object to portions of my decision, or don't agree with  
20 it, they may file what are called exceptions or  
21 objections to that initial decision. There should be  
22 a cover sheet attached to the initial decision that  
23 will explain how to do that. If the parties file  
24 exceptions to my initial decision, my initial decision  
25 and those exceptions will go to the five-person Public

1 Utility Commission for their review. At that point,  
2 the five Commissioners can either modify my initial  
3 decision as they see fit, or they may adopt it in  
4 whole. They will do that at a public meeting. Once  
5 the Commissioners have issued a final order on this  
6 case, that decision is the final Commission decision  
7 in this proceeding. If the parties do not like the  
8 Commission's final decision, their recourse is to  
9 appeal the matter to Commonwealth Court, which is the  
10 State Appellate Court, which handles appeals from  
11 Commonwealth Agency decisions. Do the parties  
12 understand what will take place from now on?

13 MS. MARTIN:

14 Yes, sir.

15 ATTORNEY ANDERSON:

16 Yes.

17 JUDGE SALAPA:

18 Do either of you have any questions?

19 MS. MARTIN:

20 Not at this time.

21 JUDGE SALAPA:

22 All right.

23 ATTORNEY ANDERSON:

24 No.

25 JUDGE SALAPA:

1                   Very well, then. I'd like to thank you  
2 for your participation in this matter, and I'd like to  
3 wish you a good day and enjoy the weather.

4                   MS. MARTIN:

5                   Thank you.

6                   JUDGE SALAPA:

7                   We are adjourned.

8

9                                   \* \* \* \* \*

10                   HEARING CONCLUDED AT 10:41 A.M.

11                                   \* \* \* \* \*

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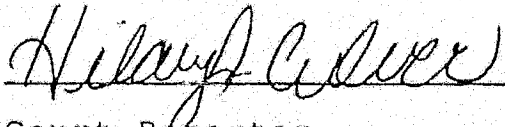
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C E R T I F I C A T E

I hereby certify, as the  
stenographic reporter, that the foregoing  
proceedings were taken stenographically by  
me, and thereafter reduced to typewriting  
by me or under my direction; and that this  
transcript is a true and accurate record  
to the best of my ability.

  
\_\_\_\_\_  
Court Reporter

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Wallace E. and Janet Louise Martin,	)	
	)	
Complainant,	)	Complaint Docket
	)	No. C-20065801
vs.	)	
	)	
Equitable Gas Company,	)	
	)	
Respondent.	)	

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The following is a summary of Respondent's exhibits, copies of which are attached.

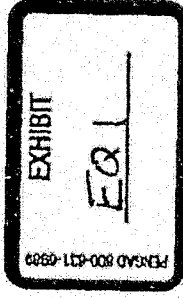
SUMMARY OF EXHIBITS

Exhibit No.	Description of Exhibit	Dated
EQ 1	Account Statement for Wallace Martin Jr., for service to 1331 Oakdene Street, Pittsburgh, PA 15206, Acct. No. 1751197-252513 (4 pages)	Undated
EQ 2	History of Payment Arrangements for Acct. No. 1751197-252513 (1 page)	Undated
EQ 3	History of Contact (14 pages)	Various Dates
EQ 4	Regulatory Decision (2 pages)	08/03/2005 (Date Closed)

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Account Statement

EQUITABLE GAS  
Providing Energy for Everyone

Contract - 176248 Ref# - 1070173176003

Acct No: 1751197-252513  
Name: MARTIN, WALLACE JR  
Address: 1331 OAKBENE ST  
PGH PA 15206

**DOCKETED**  
AUG 10 2006

Service From	Service To	# Of Days	Rdg.	Type	MCF	Deg Days	Supplier	Billed Amt	Budget Amt	Amt Due	Due Date	Transaction Date	Transaction	Amount	Supplier Current Balance	Contract Current Balance
10/08/2002	11/05/2002	28	224.1	Actual-Iron								11/27/2002	Beginning Balance			\$121.38
												12/04/2002	Gas Allowance	(\$1.13)		
												12/04/2002	Payment	(\$120.25)		
11/05/2002	12/09/2002	34	245.4	Estimated	21.3	939		\$212.81		\$214.61	12/31/2002	Late Payment Chg	\$1.80			\$216.61
12/09/2002	01/10/2003	32	258.1	Est-Not At Home	22.7	1008		\$229.64		\$247.36	07/03/2003	Payment	(\$195.09)			
01/10/2003	02/10/2003	31	297.8	Estimated	29.7	1291		\$307.87		\$306.10	03/04/2003	Gas Allowance	(\$1.80)			\$306.10
02/10/2003	03/12/2003	30	333.3	Actual-Iron	35.5	1125		\$365.72		\$365.54	04/03/2003	Payment	(\$306.28)			\$365.54
03/12/2003	04/09/2003	28	344.7	Estimated	1.4	430		\$131.09		\$403.51	05/01/2003	Late Payment Chg	\$5.48			\$403.51
04/09/2003	05/09/2003	30	351.3	Estimated	6.6	244		\$87.45		\$103.80	06/02/2003	Payment	(\$98.60)			\$103.80
05/09/2003	06/10/2003	32	355.9	Estimated	4.6	188		\$64.45		\$67.89	07/02/2003	Late Payment Chg	\$1.45			\$67.89
06/10/2003	07/10/2003	30	358.6	Est-Not At Home	2.6	16		\$41.61		\$42.96	08/03/2003	Payment	(\$99.88)			\$42.96
06/10/2003	07/17/2003	37	368.9	Customer-Rdg	42.0			\$160.96		\$162.41	08/12/2003	Gas Allowance	(\$1.96)			\$162.41
07/17/2003	08/11/2003	62	361.8	Customer Rdg	5.9			\$91.05		\$116.08	09/01/2003	Payment	(\$41.51)			\$116.08
08/11/2003	09/08/2003	28	373.0	Actual-Iron	11.2	6		\$140.28		\$139.55	10/01/2003	Late Payment Chg	\$2.09			\$139.55
09/08/2003	10/08/2003	30	379.6	Estimated	6.6	208		\$87.34		\$228.98	10/30/2003	Payment	(\$84.25)			\$228.98
10/08/2003	11/05/2003	28	388.1	Est-Not At Home	8.5	286		\$108.76		\$116.08	11/27/2003	Late Payment Chg	\$2.14			\$116.08
			393.8	Reclaim Reading												
			977.0	Self Reading												
												12/01/2003	Late Payment Chg	\$1.68		

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UTILITY BUREAU

C-20065801  
6-13-06 7:07

Account Statement



Contract - 176248 Ref # 1070173176003

Acct No: 1751197-252513  
Name: MARTIN, WALLACE JR

Address: 1331 OAKDENE ST  
PGH PA 15205

Service From	Service To	# Of Days	Rdg	Type	MCF	Deg Days	Supplier	Billed Amt	Budget Amt	Amt Due	Due Date	Transaction Date	Transaction	Amount	Supplier Current Balance	Contract Current Balance
11/05/2003	12/09/2003	34	933.3	Estimated	22.0	812		\$263.00		\$390.76	12/31/2003	Payment		(\$118.53)		\$380.76
12/09/2003	01/14/2004	24	462.4	Est-Nat'l Home	28.5	436		\$344.74		\$610.78	02/03/2004	Late Payment Chg		\$1.64		\$610.78
01/12/2004	02/10/2004	29	1,054.5	Estimate	32.4	425		\$394.13		\$747.41	03/03/2004	PA-Late-Fee		\$6.07		
02/10/2004	03/11/2004	30	1,077.3	Estimate	22.9	822		\$780.81		\$1,033.99	04/05/2004	PA-Late-Fee		\$8.07		\$1,032.99
03/11/2004	04/12/2004	32	1,087.9	Estimate	23.5	743		\$256.95		\$943.97	05/04/2004	PA-Late-Fee		\$4.57		\$943.97
04/12/2004	05/10/2004	28	1,137.8	Estimate	0.9	221		\$131.55		\$1,089.32	06/01/2004	PA-Late-Fee		\$12.80		\$1,090.32
05/10/2004	06/08/2004	30	1,114.2	Estimate	3.4	34		\$52.83		\$875.30	07/01/2004	PA-Late-Fee		\$12.50		\$875.30
06/08/2004	07/09/2004	30	1,144.2	Estimate	3.0	22		\$48.24		\$936.14	08/02/2004	PA-Late-Fee		\$13.23		\$936.14
07/09/2004	08/09/2004	31	1,117.1	Estimate	2.9	0		\$47.89		\$997.25	09/03/2004	PA-Late-Fee		\$13.85		\$997.25
08/09/2004	09/08/2004	30	1,120.0	Estimate	2.9	0		\$47.60		\$1,059.08	09/30/2004	PA-Late-Fee		\$13.85		\$1,059.08
09/08/2004	10/07/2004	30	1,040.0	Estimate	1.0	4725		\$1,456.46		\$440.81	11/01/2004	PA-Late-Fee		\$0.65		\$440.81
10/07/2004	11/05/2004	29	112.4	Estimate	8.4	248		\$120.65		\$189.76	11/29/2004	Payment		(\$11.41)		\$189.76
11/05/2004	12/09/2004	34	132.2	Estimate	19.8	700		\$268.66		\$360.60	01/03/2005	PA-Late-Fee		\$2.16		\$360.60
12/09/2004	01/11/2005	33	157.7	Estimate	25.5	977		\$342.66		\$709.64	02/03/2005	PA-Late-Fee		\$5.35		\$709.64

Account Statement



Acct No: 4751197-252513  
 Name: MARTIN WALLACE JR  
 Contract - 176246 Ref # 1070173176003

Address: 1331 OAKDENE ST  
 PGH PA 15206

Service From	Service To	# Of Days	Rdg.	Type	MCF	Deg Days	Supplier	Billed Amt	Budget Amt	Amt Due	Due Date	Transaction Date	Transaction	Amount	Supplier Current Balance	Contract Current Balance
01/11/2005	02/09/2005	29	185.4	Estimate	27.7	1052		\$371.25		\$1,090.37	03/03/2005	02/10/2005	PA Late Fee	\$10.46		\$1,090.37
02/09/2005	03/11/2005	30	212.8	Estimate	27.4	1038		\$367.34		\$1,473.78	04/04/2005	03/14/2005	PA Late Fee	\$16.07		\$1,473.78
03/11/2005	04/11/2005	31	230.1	Estimate	27.3	615		\$240.35		\$1,735.70	05/03/2005	04/12/2005	PA Late Fee	\$21.57		\$1,735.70
04/11/2005	05/09/2005	26	239.5	Estimate	9.4	293		\$139.76		\$1,900.64	06/01/2005	05/11/2005	PA Late Fee	\$25.18		\$1,900.64
05/09/2005	06/09/2005	31	243.9	Estimate	4.4	74		\$74.64		\$1,086.62	07/05/2005	06/10/2005	PA Late Fee	\$27.27		\$1,086.62
06/09/2005	07/08/2005	60	242.6	Actual	3.1	74		\$65.54		\$1,993.05	08/02/2005	07/12/2005	Cancel/Rebill Credit	(\$98.89)		\$1,993.05
07/08/2005	08/09/2005	32	245.3	Estimate	2.7	0		\$48.45		\$2,041.50	08/31/2005	07/12/2005	PA Late Fee	\$26.87		\$2,041.50
08/09/2005	09/08/2005	30	247.8	Estimate	2.5	0		\$45.74		\$288.62	10/03/2005	10/10/2005	PA Late Fee	\$3.81		\$2,087.24
09/08/2005	10/07/2005	29	250.7	Estimate	2.9	19		\$53.42		\$288.62	10/31/2005	10/31/2005	PA Late Fee	\$29.28		\$2,144.47
10/07/2005	10/27/2005	20	257.4	Final-Estimate	6.7	208		\$125.20		\$2,298.95	11/21/2005	10/31/2005	PA Late Fee	\$29.28		\$2,298.95
												12/01/2005	Payment	(\$10.00)		
												12/01/2005	Payment	(\$100.00)		
												12/05/2005	Payment	(\$10.41)		
												12/05/2005	Payment	(\$200.00)		
												12/07/2005	Payment	(\$100.00)		
												12/12/2005	Payment	(\$7.41)		
												12/12/2005	Payment	(\$8.41)		
												12/12/2005	Payment	(\$8.16)		
												12/12/2005	Payment	(\$60.00)		
												12/21/2005	Payment	(\$7.41)		
												12/21/2005	Payment	(\$7.41)		
												12/21/2005	Payment	(\$100.00)		
												01/04/2006	Payment	(\$295.46)		
												01/26/2006	Payment	(\$63.00)		
												01/26/2006	Payment	(\$12.41)		
												01/26/2006	Payment	(\$100.00)		
												01/26/2006	Payment	(\$22.57)		
												01/26/2006	Payment	(\$11.29)		
												01/26/2006	Payment	(\$7.41)		
												01/26/2006	Payment	(\$76.41)		
												01/26/2006	Payment	(\$77.41)		
												01/26/2006	Payment	(\$8.41)		

Account Statement



Acct No: 175197-252513 Contract - 176248 Ref # 1070173176003

Name: MARTIN, WALLACE JR  
Address: 1331 OAKDENE ST  
PGH PA 15206

Service From	Service To	# Of Days	Rdg.	Type	MCF	Deg Days	Supplier	Billed Amt	Budget Amt	Amt Due	Due Date	Transaction Date	Transaction	Amount	Supplier Current Balance	Contract Current Balance
												02/24/2006	Payment	(\$48.41)		
												02/24/2006	Payment	(\$10.41)		
												07/24/2006	Payment	(\$25.00)		
												02/24/2006	Payment	(\$30.00)		
												02/24/2006	Payment	(\$20.00)		\$791.56

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Therese Nolfi  
LIURP Administrator

**PAYMENT ARRANGEMENTS**

WALLACE MARTIN JR  
1331 OAKDENE ST  
PITTSBURGH, PA 15206

ACCOUNT# 1751197-252513

08/03/05    BCS #1948941    \$233.00 (B+34) beginning September 2005

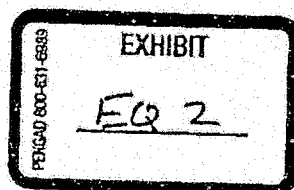
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Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep: PattonLT  
Transaction No: 4522842

Urgency Code: -  
Contact Class: Credit  
Referred By:  
Contact Subclass: Service Restoration  
Campaign:

Contact Date: 12/08/2005 12:16PM  
Action Required: No  
Action Complete: No  
Contact Type: Phone - Phone Call  
Completed Date:  
Satisfaction Code: S

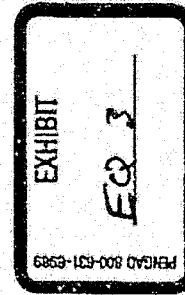
Request/Problem: NV Wallace that some of the prmts made has not posted yet...quite sill has to pay \$1666.54 to restore service

Action:

Resolution:

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7/10/06  
6-13-06  
C-20065801

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep: GroverT  
Transaction No: 4549373

Urgency Code: -      Contact Class: Credit  
Referred By:      Contact Subclass: Service Restoration  
Campaign:

Contact Date: 12/16/2005 2:03PM      Action Required: No      Action Complete: No  
Contact Type: Mail - Letter      Action Due:      Completed Date:  
Satisfaction Code:      Assign To:

Request/Problem: Rcvd letter 12/15 from LS1. Letter from Janet Louise Martin-occpnt/RP sister regarding amt quoted for restoration Attempt call back to ph nbr on account--No answer. No phone number on letter

Action:

Resolution:

Last User: GroverT      Last Update: 12/16/2005 2:05:54PM

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep: ThomasT  
Transaction No: 4592456

Urgency Code: -  
Referred By:  
Contact Class: Credit  
Contact Subclass: Service Restoration  
Campaign:

Contact Date: 12/29/2005 11:54AM  
Action Required: No  
Action Complete: No  
Contact Type: Phone - Phone Call  
Action Due:  
Completed Date:  
Satisfaction Code: S  
Assign To:

Request/Problem: correspondence recvd...pymts were applied to acct...lined to cl bck to take demo update and advsd of grants available...ph # just rang, rang, rang...if cl bck please let them know about grants, and get demo updt

Action:

Resolution:

Last User: ThomasT  
Last Update: 12/29/2005 11:57.09AM

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1948  
Service Rep: DellecaveC  
Transaction No: 4654261

Urgency Code: -  
Referred By:  
Contact Class: Billing  
Contact Subclass: Bill Inquiry  
Campaign:

Contact Date: 01/19/2006 1:05PM  
Action Required: No  
Action Complete: No  
Contact Type: Mail - Letter  
Action Due:  
Completed Date:  
Satisfaction Code:  
Assign To:

Request/Problem: Rcvd note from Wallace Martin on 1-4 stating that sent in 8 money orders totalling \$295.46. Payment applied.

Action:

Resolution:

Last User: DellecaveC  
Last Update: 1/19/2006 1:06:30PM

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep: StatonL  
Transaction No: 4589510

Urgency Code: C - CIS Data Mapping      Contact Class: Collections  
Referred By:      Contact Subclass: Returned Payments  
Campaign:

Contact Date: 01/26/2006 2:33PM      Action Required: No      Action Complete: No  
Contact Type: Phone - Phone Call      Action Due:      Completed Date:  
Satisfaction Code:      Assign To:

Request/Problem: rcvd ltr address to me w/9 money orders included totalling \$398.91..attempted 2 cnic Mr. or Mrs  
Martin to see if elig grants since some money order were dated on diff dates an small amounts...may  
need help. attmpt 2 call no answer w/ty again

Action:

Resolution:

Last User: StatonL      Last Update: 1/26/2006 3:22:06PM

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR

Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949

Service Rep: Nolift

Transaction No: 4717232

Urgency Code: - Contact Class: Other

Referred By: Contact Subclass: OTHER

Campaign:

Contact Date: 02/03/2006 10:59AM

Action Required: No

Action Complete: No

Contact Type: Phone - Phone Call

Completed Date:

Satisfaction Code:

Assign To:

Request/Problem: Att to reach Wallace Martin or Janet Martin-spoke with Janet-she had no time to talk now-will call me back.

Action:

Resolution:

Last User: Nolift

Last Update: 2/3/2006 11:00:19AM

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep: Nolift  
Transaction No: 4721945

Urgency Code: -      Contact Class: Other  
Referred By:      Contact Subclass: OTHER  
Campaign:

Contact Date: 02/06/2006 10:59AM      Action Required: No      Action Complete: No  
Contact Type: Phone - Phone Call      Action Due:      Completed Date:  
Satisfaction Code:      Assign To:

Request/Problem: Att to contact Janet Martin-she said would rather have Wallace Martin talk to me even though she filed the complaint-she said will have him contact me.

Action:

Resolution:

Last User: Nolift      Last Update: 2/6/2006 10:58:47AM

# Contact Log Detail

Customer: 1751187 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep: Nolfit  
Transaction No: 4726721

Urgency Code: -      Contact Class: Other  
Referred By:      Contact Subclass: OTHER  
Campaign:

Contact Date: 02/07/2006 10:53AM      Action Required: No      Action Complete: No  
Contact Type: Phone - Phone Call      Action Due:      Completed Date:  
Satisfaction Code:      Assign To:

Request/Problem: Attempt to contact Wallace Martin - no answer - sent no contact letter.

Action:

Resolution:

Last User: Nolfit      Last Update: 2/7/2006 10:53:48AM

# EQUITABLE GAS

*Delivering Everyday Excellence™*

200 Allegheny Center Mall  
Pittsburgh, PA 15212-5352  
www.eqt.com

TEL 412.395.3238  
FAX 412.442.3016

February 7, 2006

WALLACE MARTIN JR  
1331 OAKDENE ST  
PITTSBURGH PA 15206

Dear Mr. Martin:

The Pennsylvania Public Utility Commission has notified us that you filed a formal complaint.

We were unable to reach you by telephone.

Please contact me regarding your complaint. I can be reached Monday through Friday at (412) 395-3254 between the hours of 8:00am and 4:30pm.

Thank you.

Sincerely,

Therese Nolfi  
LIURP Administrator

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep. Nolft  
Transaction No: 4732784

Urgency Code -  
Referred By:  
Contact Class: Other  
Contact Subclass: OTHER  
Campaign:

Contact Date: 02/08/2006 1:11PM  
Action Required: No  
Action Complete: No  
Contact Type: Phone - Phone Call  
Action Due:  
Completed Date:  
Satisfaction Code:  
Assign To:

Request/Problem: Attempted to contact Wallace Martin - no answer

Action:

Resolution:

Last User: Nolft  
Last Update: 2/8/2006 1:11:55PM

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR

Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949

Service Rep: Nolift

Transaction No: 4735992

Urgency Code: -

Contact Class: Other

Contact Subclass: OTHER

Campaign:

Referred By:

Action Required: No

Action Complete: No

Contact Date: 02/09/2006 9:13AM

Action Due:

Completed Date:

Satisfaction Code:

Assign To:

Request/Problem: Attempted to contact Janet Martin again-she still wants me to talk to her brother Wallace. Said she will have him call me-expl I have tried home # and get no ans-she said he's at work-d'd determine they are staying with their mother while gas off here

Action:

Resolution:

Last User: Nolift

Last Update: 2/9/2006 9:14:52AM

# Contact Log Detail

Customer: 1751197 - WALLACE MARTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep: StationL  
Transaction No: 4793181

Urgency Code: -      Contact Class: Reconnection  
Referred By:      Contact Subclass: Other  
Campaign:

Contact Date: 02/24/2006 12:05PM      Action Required: No      Action Complete: No  
Contact Type: Phone - Phone Call      Action Due:      Completed Date:  
Satisfaction Code:      Assign To:

Request/Problem: Rcvd certified ltr w/money orders 2 my attention in the amt of \$193.62.. attempt 2 call no answer...customer has paid over \$1400 w/like to get on pymt pin & restore service if customer happens to call

Action:

Resolution:

Last User: StationL      Last Update: 2/24/2006 12:07 18PM

# Contact Log Detail

Customer: 1751197 - WALLACE M. RTIN, JR  
Location: 252513 - 1331 OAKDENE ST  
PITTSBURGH, PA 15206-1949  
Service Rep: Noliff  
Transaction No: 5000379

Urgency Code: -      Contact Class: Other  
Referred By:      Contact Subclass: OTHER  
Campaign:

Contact Date: 04/21/2006 3:09PM      Action Required: No      Action Complete: No  
Contact Type: Phone - Phone Call      Action Due:      Completed Date:  
Satisfaction Code:      Assign To:

Request/Problem: Attempted to reach Janet/Wallace Martin regarding formal - was explaining that I was calling in accordance with the preheating order - said was receiving another call and hung up on me

Action:

Resolution:

**YUKEVICH, MARCHETTI, LIEKAR & ZANGRILLI, P.C.**

ATTORNEYS AT LAW

11 STANWIX STREET

SUITE 1024

PITTSBURGH, PENNSYLVANIA 15222-1324

April 24, 2006

TELEPHONE 412/261-6777

FAX 412/261-6789

Writer's Direct Dial:  
412-261-6786

*Via Federal Express*

Wallace E. Martin, Jr.  
Janet Louise Martin  
1331 Oakdene Street  
Pittsburgh, PA 15206-1949

RE: Wallace E. and Janet Louise Martin v. Equitable Gas Company  
No. C-20065801

Dear Mr. and Ms. Martin:


Please be advised that this firm has been retained to represent Equitable Gas Company in regards to the PUC Complaint that you have filed against Equitable.

I am writing this letter to inform you that, based on our records, Equitable believes that you may qualify for energy assistance in the form of grants which may cover the remaining balance on your account. Please be advised that the assistance office for these particular grants is only open until **Friday, April 28, 2006**. As a result, while there is still time to take advantage of this assistance, time is limited and you are recommended to act promptly. You may complete the application or obtain additional information at One Smithfield Street, Floor 1, Pittsburgh, PA 15222, Phone: (412) 562-0330.

Of course, you may also contact Therese Nolfi at (412) 395-3254 to further discuss your options. You may also feel free to contact me to discuss this matter further.

Yours truly,

Yukevich, Marchetti, Liekar & Zangrilli, P.C.

By:   
Thomas S. Arderson, Esquire  
TSA/nwj

cc: Therese Nolfi (via Regular mail)

# Regulatory Decision

Customer No: 1751197 - WALLACE E MARTIN

Contact Log Transaction Number: 3916867

Case Number: 1948941

Assigned User:

PUC Fact Number: 7177876641

## Decision Information

### Service Address

First Name: WALLACE

Last Name: MARTIN

Middle Name: E

Address: 1331 OAKDENE ST

City/State/Postal: PITTSBURGH, PA 15206-1949

BCS Investigator First Name: PAUL

BCS Investigator Last Name: MEURON

Number of Times Sent: 1

Number of Times Faxed: 0

Head Date: 08/03/2005

Date Closed: 08/03/2005

Bill Date:

## Company Information

Company Code: 0047

Company Type: GAS TRANSPORTER

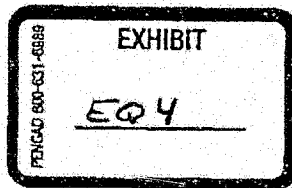
Company Name: EQUITABLE / GAS (NGDC)

DOCUMENT  
FOLDER

Terms: SEPTEMBER 2005

**DOCKETED**  
AUG 10 2006

Par Description:



RECEIVED  
JUN 20 2006  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Decision Issue: Y

Oral Written: W

Chapter:

Violation Ind: NO

Letter Description: EGW STRAIGHT PAR/NO LPCS/BUDGET +  
FOR LEVEL 1 HOUSEHOLDS

Section Rule:

Decision: SEE CS17 FOR TERMS OF PAR

PMEURON@STATE PA US PAUL MEURON 717-787-3628

HW  
6-13-06  
C-20065801

# Regulatory Decision

Customer No: 1751197 - WALLACE E MARTIN

Contact Log Transaction Number: 3916867

Case Number: 1948941

Assigned User:

PUC Fact Number: 7177876641

## Payment Information

Current Monthly Payment:	\$0 00	Special Budget Amount:	\$233 00
Ending Monthly Payment:	\$0 00	Regular Budget Amount:	\$199 00
Final Monthly Payment:	\$0 00	Arrear Payment Plus:	\$34 00
		Reconnect Amount:	\$0 00
		Payment Amount:	\$0 00
		Total Balance:	\$1,993 05
		Balance Date:	07/26/2005
		To restore service pay this amount:	\$0 00
Service Contract Amount:	\$0 00		
Service Continue Date:			

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the attached document was served as follows:

ATTACHED DOCUMENT: **Summary of Respondent's Hearing Exhibits with Exhibits Attached**

DATE OF SERVICE: April 24, 2006

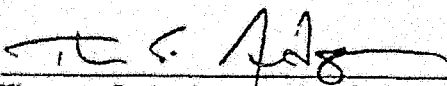
BY: FEDERAL EXPRESS

TO: Wallace E. and Janet Louise Martin  
1331 Oakdene Street  
Pittsburgh, PA 15206-1949

Administrative Law Judge David A. Salapa  
Pennsylvania Public Utility Commission  
2<sup>nd</sup> Floor, Keystone Building  
400 North Street  
Harrisburg, PA 17105

RECEIVED  
JUN 20 2006  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

Yukevich, Marchetti, Liekar & Zangrilli, P.C.

By:   
Thomas S. Anderson, Esquire  
Attorney for Equitable Gas Company  
11 Stanwix Street, Tenth Floor, Suite 1024  
Pittsburgh, PA 15222-1324  
(412) 261-6779 FAX 261-6789